



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending March 31, 2009

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.80	5.00	4.00	4.60
B. Operator Answer Time - Information [730.510(a)(1)]	5.09	5.25	4.86	5.07
C. Repair Office Answer Time [730.510(b)(1)]	2.00	2.00	2.00	2.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	10.00	10.00	6.00	8.67
E. Percent of Service Installations [730.540(a)]	98.90%	99.80%	99.20%	99.30%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.20%	98.80%	98.52%	98.51%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.38	1.52	1.83	1.58
H. Percent Repeat Trouble Reports [730.545(c)]	7.90%	8.90%	8.10%	8.30%
I. Percent of Installation Trouble Reports [730.545(f)]	16.70%	18.50%	15.50%	16.90%
J. Missed Repair Appointments [730.545(h)]	12	4	17	11
K. Missed Installation Appointments [730.540(d)]	4	1	1	2

Comments



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